

You may have experienced some frustration in the last few days trying to use BENEFEDS.com to enroll in the Federal Employees Dental and Vision Insurance Program (FEDVIP). The volume on the website has been overwhelming, and the telephone lines have been swamped.

The Office of Personnel Management (OPM) has notified us that they are doing everything they can to improve the site functionality and phone access availability. But more importantly, they have notified us that they will accept belated enrollments for persons unable to enroll during Open Season due to a cause beyond their control. Employees who believe they fit this definition simply need to call BENEFEDS at 1-877-888-3337 (TTY 1-877-889-5680) in a reasonable time after Open Season ends. You will be able to enroll in FEDVIP with an effective date of December 31, 2006. OPM will closely evaluate next week's activity and keep us posted.

Users up to a certain threshold will be able to access the site without difficulty. If you are trying to get on just above that threshold, you will receive a message asking you to try back, and giving you a link to a copy of the paper enrollment form (which you can choose to use or not). Evenings and very early mornings are the best times to enroll. The BENEFEDS phone lines will be open from 9 - 9 EST tomorrow and Sunday (December 9th and 10th) and from 9 - midnight EST on Monday December 11, and 9 - 7 EST thereafter on Mondays - Fridays. 1-877-888-3337 (TTY 1-877-889-5680).

Your support and patience are appreciated.